

Pedro Tavaréz Hernández

118 Broad ST APT 303 | Lynn MA, 01902 | (978) 239-8497 | ptavarez16@gmail.com

Summary

Student in Criminology and Justice Studies with a concentration in Information and Technology and minor in Business. Fluent in Spanish and English with excellent communication and interpersonal skills. A fast learner with strong time management and multi-tasking skills. Strong troubleshooting and problem-solving skills with an analytical mindset.

Education

University of Massachusetts Lowell

Bachelor of Science in Criminology and Justice Studies

Concentration: Information and Technology

Minor: Business Administration

• GPA: 3.5

Technical Toolbox

Web tools: HTML, CSS, JavaScript, jQuery, Ruby, Ruby on Rails

MS Office Suite: Word, Excel, Access

Adobe Creative Cloud: Photoshop

Social Media: Facebook, Twitter, Instagram

Experience

Dispatcher/Supervisor | Dashed (Charlestown, Ma.) | January 2015 -2017

Responsibilities include:

- Training/supervising coworkers
- Communicating with clients, drivers, and restaurants
- Monitoring and assigning incoming orders to ensure quoted delivery time
- Identifying and preventing potential issues with deliveries
- Troubleshooting technical problems
- Prioritizing multiple tasks

Marketing, Outreach, and Support Associate | Merrimack Valley Housing Partnership (Lowell MA) | JANUARY 2016 – 2018

Responsibilities included:

- Interviewing new home buyers and writing short biographies to be used in a Homebuyer of the Month series
- Help the organization enhance its social media presence
- Researching and following up with former program participants to determine their home buying status
- Creating presentations for future home buyers in English and Spanish

Skills & Abilities

Language: Proficient in writing, reading, and speaking Spanish

Computer Systems: Linux, Windows, Mac OS X, Mobile

Customer Service: Friendly, positive, and able to handle difficult situations